

Several years ago, when AT&T first offered local telephone service in the Detroit, MI area, my wife and I decided to leave Ameritech and sign up with AT&T. It took 4 months and intervention from the Michigan Public Service Commission and Michigan Attorney General Jennifer Granholm to persuade Ameritech to release us from their service so we could use AT&T.

Someone used my wife's Social Security number to fake an ID and opened an Ameritech mobile account in my wife's name, then ran up a large bill and didn't pay it, causing a derogatory item on my wife's credit report. My wife contacted the credit bureaus and was given a list of acceptable documentation she could provide as evidence that she was not the person who had opened and abused the account. This documentation would be forwarded to Ameritech so they would remove the item from her report. Ameritech repeatedly refused my wife's documentation and kept sending the same list of acceptable documentation, despite the fact that the documentation my wife provided complied fully with Ameritech's requirements and was included on the list. At one point, the credit bureaus removed the derogatory item, only to have Ameritech put it back on her credit report. Again, it took intervention from Atty. General Granholm to persuade Ameritech to remove the derogatory item permanently.

In early August of 2002, my wife and I decided to move to Monroe, Michigan. We submitted a stop-service order to AT&T to have our Detroit telephone number deactivated and an order for a new telephone number to be activated at our new Monroe address. At the same time, the sellers of the Monroe house submitted a stop-service order to MCI to have their phone service at the house we were buying deactivated. Both AT&T and MCI depend on Ameritech (now SBC) to deactivate and activate telephone service, as they lease the lines and equipment. It took 3 weeks and contact with the Michigan Public Service Commission for SBC Ameritech to deactivate the sellers' telephone service and ANOTHER 3 weeks, two identical conversations with a "third-party verifier," and REPEATED contact with the MPSC to have our new telephone service activated-- that's 6 WEEKS without our own telephone service here. And shortly thereafter, a friend of my wife moved to Monroe, MI from Toledo, OH. She was a SBC Ameritech customer in Toledo and signed up for SBC Ameritech service in Monroe. Her new service was activated in ONE DAY.

SBC has hardly opened the local telephone service market to competition. They actively try to make competitors' potential customers wait so long that they give up and sign up with SBC.

My wife and I would be happy to testify against SBC in the matter of SBC's request to offer long-distance service in Michigan.